

# **Norton SystemWorks™ Basic Edition**

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User Guide

# Norton SystemWorks™ Basic Edition User Guide

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# Installation

# 1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing and activating Norton SystemWorks Basic Edition](#)
- [If the opening panel does not appear](#)
- [What if Windows XP fails to start after installing Norton SystemWorks?](#)
- [Installing Norton SystemWorks options after installation](#)
- [Installing components after installation](#)

## Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Do not install this product if you think that there is lost or destroyed data on your computer, or a problem with your disk drive.



During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton SystemWorks Basic Edition.

# Installing and activating Norton SystemWorks Basic Edition

You can install Norton SystemWorks Basic Edition from a CD or from a file that you download.

## To install and activate Norton SystemWorks Basic Edition

- 1 Do one of the following:
  - If you install from a CD, insert the CD into the CD-ROM drive.
  - If you downloaded your copy of Norton SystemWorks Basic Edition, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton SystemWorks**.
- 3 Read the License Agreement, type your Product Key if prompted, and then click **I Agree**.  
If you do not accept the License Agreement, you cannot continue the installation.
- 4 In the Installation Options panel, review the options, and then click **Next**. The installation takes a few minutes. The length of time depends on the number of options you selected on the Installation Options panel.
- 5 In the Installation Confirmation panel, click **Finish**. Wait until the Activation panel appears before you continue.
- 6 In the Activation panel, wait for the progress bar to stop. Activation takes a few minutes.
- 7 If the Norton Account panel appears, do one of the following:
  - If you currently have a Norton Account, complete the Sign in to an existing Norton Account section.
  - If you want to create a new Norton Account, complete the Create a Norton Account section.
- 8 Click **Next**.

See "If the opening panel does not appear" on page 13.

- 9 In the Norton SystemWorks Basic Edition Installation Confirmation panel, click **Finish**.
- 10 If a restart message appears at anytime, it is recommended that you restart your computer.

## If the opening panel does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

### To start the installation from the product CD

- 1 On your desktop, double-click **My Computer**.
- 2 In the My Computer window, double-click the icon for your CD-ROM drive.
- 3 In the list of files, double-click **Setup.exe**.

## What if Windows XP fails to start after installing Norton SystemWorks?

Occasionally, Windows XP won't start after Norton SystemWorks is installed. If this occurs, restart your computer, and then turn off Norton GoBack before Windows XP starts. Return to Windows XP, and then uninstall Norton GoBack.



After you uninstall Norton GoBack, visit the Symantec Web site that has been created specifically to help you resolve this problem. Go to the following URL:

<http://service.symantec.com/ngb1>

### To turn off Norton GoBack before Windows XP starts

- 1 Restart your computer.
- 2 When the Norton GoBack boot screen appears, quickly press the spacebar.
- 3 On the Norton GoBack boot menu, click **Disable**. A message informs you that disabling Norton GoBack will clear your history.
- 4 Click **Yes**.

5 Click **Continue**.

Your computer automatically restarts and Norton GoBack is turned off.

## Installing Norton SystemWorks options after installation

When you install Norton SystemWorks Basic Edition, the Installation Options panel provides a list of options that you can install or choose not to install. If you choose not to install these options during installation, you can add them later by using your CD.

If you downloaded Norton SystemWorks Basic Edition, you can access these options from the file you downloaded.

### To install Norton SystemWorks options after installation by using the CD

- 1 Insert the Norton SystemWorks Basic Edition CD into your computer's CD ROM drive.
- 2 In the opening panel, click **Install Norton SystemWorks**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components you want to install are checked, click **Next**, and then follow the on-screen instructions.

### To install Norton SystemWorks options after installation by using downloaded files on Windows XP

- 1 On your desktop, click **Start > Settings > Control Panel > Add or Remove Programs**.
- 2 In the Add or Remove Programs panel, click **Norton SystemWorks**, and then click **Change**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components you want to install are checked, click **Next**, and then follow the on-screen instructions.

**To install Norton SystemWorks options after installation by using downloaded files on Windows Vista**

- 1 On your desktop, click **Start > Control Panel > Programs and Features**.
- 2 In the Programs and Features panel, click **Norton SystemWorks**, and then click **Change**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components you want to install are checked, click **Next**, and then follow the on-screen instructions.

## Installing components after installation

The opening panel provides a list of components that you can install or choose not to install. Each component must be installed separately.

If you downloaded Norton SystemWorks Basic Edition, you can access these components from the file you downloaded.

**To install components after installation by using the CD**

- 1 Insert the Norton SystemWorks Basic Edition CD into your computer's CD-ROM drive.
- 2 In the opening panel, click the component that you want to install.
- 3 Follow the on-screen instructions.





This chapter includes the following topics:

- [Starting Norton SystemWorks Basic Edition](#)
- [Starting Norton GoBack before Windows XP starts](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Viewing the status of your protection categories](#)
- [About the summary status indicator](#)
- [For more information](#)

## Starting Norton SystemWorks Basic Edition

Norton SystemWorks Basic Edition protects any computer on which it is installed. You do not have to start the program to be protected. If Norton SystemWorks Basic Edition detects a situation that requires your attention, a window opens to help you resolve it.

At any time, you can start Norton SystemWorks Basic Edition to adjust the settings, review your protection status, or perform preventive maintenance. All of the program features can be accessed from the main window.

### To start Norton SystemWorks Basic Edition

- ❖ Do one of the following:
  - In the Windows notification area, double-click the **Norton SystemWorks Basic Edition** icon.
  - On the Windows taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.

## Starting Norton GoBack before Windows XP starts

Every time that you start your computer, the Norton GoBack boot menu appears before Windows XP starts. You are given three seconds to press the spacebar to access Norton GoBack recovery functions. If you do not press the spacebar, your computer starts normally.

If Windows XP is unable to start, you can use the boot menu to access the Disk Drive Restore feature. This lets you revert your disk drive and protects you from software and system failures.

### To start Norton GoBack before Windows XP starts

- 1 Start your computer.
- 2 When the Norton GoBack Boot screen appears, press the spacebar.
- 3 If you decide not to use the boot menu, click **Continue**.  
Your computer will proceed with normal startup.

## Activating your product

If you did not activate your product during installation, you will receive an Activation Needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you are using authentic Symantec software.



You must activate your product within the time period that is specified by the alert, or your product will stop working.

You can activate your product directly from the Activation Needed alert. Or, you can use the Activate Your Product link under the Support bar in the main window. Activation should take only a few minutes.

**To activate your product from the Activation Needed alert**

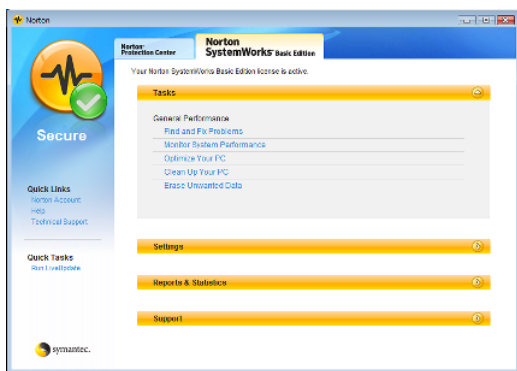
- 1 In the alert, click **Activate Now**.
- 2 Click **OK**.
- 3 In the Activation window, click **Next**.
- 4 In the Activation Successful window, click **Finish**.

**To activate your product from the main window**

- 1 At the top of the main window, click the tab for your product.
- 2 Open the **Support** bar.
- 3 Click **Activate your Product**.
- 4 In the Activation window, click **Next**.
- 5 In the Activation Successful window, click **Finish**.

## Exploring the main window

When you start Norton SystemWorks Basic Edition, the main window opens. Links on the left side and option bars in the center of the main window provide access to all Norton SystemWorks Basic Edition features, options, Help, and Support.



Norton Protection Center is not available in the Norton SystemWorks main page if you install the 2008 version of Norton Internet Security or Norton AntiVirus. Norton Protection Center is included in the 2008 version of Norton Internet Security or Norton AntiVirus.

### To explore the main window

See “Starting Norton SystemWorks Basic Edition” on page 17.

- 1 Start Norton SystemWorks Basic Edition.

- 2 On the left side of the main window, under Quick Links or Quick Tasks, click an option. Your options are:

Quick Links	<ul style="list-style-type: none"><li>■ <b>Norton Account</b> lets you manage all of your Norton product information from one location.</li><li>■ <b>Help</b> opens the Norton SystemWorks Basic Edition online Help.</li><li>■ <b>Technical Support</b> lets you view the Support page of the Symantec Web site.</li></ul>
Quick Tasks	<ul style="list-style-type: none"><li>■ <b>Run LiveUpdate</b> lets you check for the latest product updates.</li></ul>

- 3 In the center of the window, click the option bar that you want to explore. Your options are:

Tasks	Lets you run the tasks that are specific to your product.
Settings	Lets you view and customize options that are specific to your product.
Reports & Statistics	Lets you view reports and statistics for the components you installed.
Support	Lets you access technical support, security information, and subscription and account information.

## Viewing the status of your protection categories

Norton SystemWorks Basic Edition includes the Norton Protection Center.

As you use your computer, the Norton Protection Center monitors how well your computer and activities are protected from threats, risks, and damage. Before you begin a task, you can use the Norton Protection Center to determine if it is safe to continue.

### To view the status of your protection categories

See “Starting Norton SystemWorks Basic Edition” on page 17.

- 1 In the main window, click the **Norton Protection Center** tab.
- 2 In the Norton Protection Center window, click a protection category.
- 3 Review the status of each item in the selected protection category.

## About the protection categories

Depending on the programs that are installed with the Norton Protection Center, the protection categories can include the following:

Basic PC Security	Displays the status of protection categories that are specific to your product.
Connecting to the Internet	Displays the protection status of your outgoing and incoming email scanning.
Transaction Security	Displays the protection status for your Internet transactions, if applicable.

## About adjusting a protection category setting

You can increase the protection level for a category by adjusting a category setting.

Depending on the type of activity, you can turn an item on or off, change settings, or update the status of a feature that is out-of-date.

For specific information, you can look up each item in the Norton SystemWorks Basic Edition online Help.

## About the summary status indicator

The Norton Protection Center tab summarizes your current protection levels for different activities such as emailing and Web browsing. It estimates a general level of protection based on the security programs that are installed on your computer.

A status indicator appears on the left side of the main window. The status levels are as follows:

Secure	No action is required on your part.
Needs Attention	Some issues require your attention, but your computer is not at risk.
At Risk	Some issues threaten your computer's data or its ability to perform effectively.

## Responding to status indicators

When a status indicator displays a status that requires your attention, you can take action to improve your protection status.

### To respond to status indicators

- ❖ In the main window, click **Fix Now**.

## For more information

The product documentation helps you use Norton SystemWorks Basic Edition. You can find the information that you need on your computer and on the Symantec Web site.

### Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

#### To access Help

- 1 In the main window, click the **Support** bar and then click **Symantec Help Center**.
- 2 In the Help window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any Help topic.

#### To print a Help topic

- 1 In the Help window, click the **Contents** tab.
- 2 In the Contents list, select the topic that you want to print, and then click **Print**.
- 3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
- 4 Click **OK**.



## Accessing the user guide PDF

You can find the *Norton SystemWorks Basic Edition User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.



If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

### To install Adobe Reader from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 Open My Computer, click **CD Drive**.
- 3 In the CD window, double-click the **Manual** folder.
- 4 If applicable, double-click the **Adobe** folder.
- 5 Double-click the program file.
- 6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After you install the Adobe Reader, you can read the PDF from the CD.

### To read the user guide PDF from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 Open My Computer, click **CD Drive**.
- 3 In the CD window, double-click the **Manual** folder.
- 4 Double-click the PDF.

You can also copy the user guide to your computer and read it from there.

### To read the user guide that you copied to your computer

- 1 Open the location into which you copied the PDF.
- 2 Double-click the PDF.

## Accessing the Symantec Web site

You can access the Symantec Web site from your product, and from a browser.

**To access the Symantec Web site from your product**

- 1 In the main window, click the **Norton SystemWorks Basic Edition** tab, and then click on Support.

2 Select the Symantec Web page that you want to view. Your options are:

Technical Support	<ul style="list-style-type: none"> <li>■ <b>Symantec Help Center</b> opens the Norton SystemWorks Basic Edition Help.</li> <li>■ <b>Technical Support</b> takes you to the Support page where you can access Technical Support, Customer Service, and get information about viruses and spyware.</li> </ul>
General Security Information	<ul style="list-style-type: none"> <li>■ <b>Symantec Security Response</b> takes you to the Security Response page to update your protection level and read the latest information about antithreat technology.</li> <li>■ <b>More Symantec Solutions</b> takes you to the Symantec Store to get information about all Symantec products.</li> </ul>
Subscription & Account Information	<ul style="list-style-type: none"> <li>■ <b>Norton Account</b> takes you to the Norton Account page that lets you save your product key.</li> <li>■ <b>About Norton SystemWorks Basic Edition</b> takes you to the dialog box that displays information about this version of your product.</li> <li>■ <b>Club Symantec</b> takes you to the Club Symantec page, which provides articles, tips, tools, support, and other useful information.</li> <li>■ <b>Activate Your Product</b> takes you to the Activation Web page, or provides your current activation status.</li> </ul>

**To access the Symantec Web site from the Support section**

- 1 In the main window, click the **Norton SystemWorks Basic Edition** tab, and then click the **Support** bar.
- 2 Select one of the following links to access the Symantec Web site:
  - Symantec Help Center
  - Technical Support
  - Symantec Security Response
  - More Symantec Solutions
  - Norton Account
  - Club Symantec

# Service and support solutions

## About online support

Symantec offers a range of technical support and customer service options on the Internet at the following address:

[www.symantec.com/techsupp/](http://www.symantec.com/techsupp/)

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue.

The Symantec Web site also contains answers to the most common customer questions.



If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

## About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the Web site provides a link to information about phone support. For questions about installation or common problems on a current version of a Norton product, there is no charge. For other problems, or if you are using an older version, phone support will be fee-based. This support is available to all registered customers.

To visit our Customer Support site, go to:

[www.symantec.com/techsupp/](http://www.symantec.com/techsupp/)

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue. If you have a question or problem that you still cannot resolve on the support Web site by yourself, click a Contact Us link for additional phone support information. This support is available to all registered customers.

## Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these products may still be available through the support Web site at the following address:

[www.symantec.com/techsupp/](http://www.symantec.com/techsupp/)

## Subscription policy

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified, or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

## Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations that are outside of the United States, contact one of the service and support

offices that are listed in this section. You can also go to the following Web site and select your language:

[www.symantec.com/techsupp/globalsupport.html](http://www.symantec.com/techsupp/globalsupport.html)

For each region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	<p>■ Symantec Corporation                      555 International Way                      Springfield, OR 97477                      U.S.A.  <a href="http://www.symantec.com/home_homeoffice/support/index.jsp">http://www.symantec.com/home_homeoffice/support/index.jsp</a></p>
Australia and New Zealand	<p>■ Symantec Australia                      Level 2, 1 Julius Avenue                      North Ryde, NSW 2113                      Sydney                      Australia  <a href="http://www.symantec.com/en/aa/home_homeoffice/support/index.jsp">http://www.symantec.com/en/aa/home_homeoffice/support/index.jsp</a></p>
Europe, Middle East, and Africa	<p>■ Symantec Ltd Consumer Services &amp; Support                      PO Box 5689 Blanchardstown                      Dublin 15 Ireland  <a href="http://www.symantec.com/en/uk/home_homeoffice/support/index.jsp">http://www.symantec.com/en/uk/home_homeoffice/support/index.jsp</a></p>

Region	Contact information
Latin America	<ul style="list-style-type: none"><li>■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil</li><li>■ Portuguese language support: <a href="http://www.symantec.com/pt/br/home_homeoffice/support/index.jsp">http://www.symantec.com/pt/br/home_homeoffice/support/index.jsp</a></li><li>■ Spanish language support: <a href="http://www.symantec.com/es/mx/home_homeoffice/support/index.jsp">http://www.symantec.com/es/mx/home_homeoffice/support/index.jsp</a></li></ul>

August 01, 2007



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## Need Help?

We're here to assist you, online or on the phone.

## Free Online Service

Visit [www.symantec.com/globalsupport](http://www.symantec.com/globalsupport) for answers, information, and advice about technical issues. You'll find automated tools that let you analyze your PC and get instant solutions, plus a knowledgebase to help you better understand the latest technology and security developments. Our service Web site is continually refreshed to make sure you have the best information available.

## Talk with an Expert

We're ready to take your call at any time:

**Quick Response:** Call (900) 646-0029. The first minute is free (charged on a per-minute basis thereafter; U.S. only).

**In-depth Response:** Call (877) 832-2810 for more complicated issues (flat-rate service charge; U.S. and Canada only).

## Visit ClubSymantec

Whether you use your computer to manage your finances, shop online, or share photos with family and friends, we want your experience to be as safe, enjoyable, and productive as possible. ClubSymantec—your one-stop resource for computer-related topics—is here to help. When you visit you'll discover a wealth of podcasts, online demos, and other tools and information resources to help keep you up to speed on the latest in Internet security. Consider it your place on the Web to learn, ask questions, and play! Visit [www.clubsymantec.com](http://www.clubsymantec.com) to get started.

## Family Resource Web Site

Symantec is dedicated to keeping children safe online and making sure that they are good cybercitizens. With your direction and supervision, the Internet can be a positive place for children to learn, communicate, and socialize. Symantec's Family Resource Web Site is there to help you provide the guidance your children need to use the Internet safely and securely. Visit [www.norton.com/familyresource](http://www.norton.com/familyresource) for more information.